

## Computer Usage & Patient Information

The practice is registered with the Information Commissioners Office. Confidentiality is very important to us, we have strict procedures for protecting your information.

Information is held and transferred in writing and electronically with the hospital and other health service providers. The information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care. You have a right to know what information we hold about you. If you would like to see your records, please request an Access to Medical Records form from our reception desk.

## FOI ACT

We also comply with the Freedom of information Act Publication Scheme. Where a request for access to a record is made, all legislation and guidance in respect of the FOI Act 2000 and the Data Protection Act 1998 is followed by all staff.

## Complaints and Suggestions

In the majority of cases, concerns can be resolved quite easily. However, if you feel we have not dealt with the issues you have raised as you would wish, you can write to the NHS Commissioning Board, PO Box 16738, Reddich, B97 9PT. You may also contact the Care Quality Commission on 03000 616161. As a last resort, you can refer your complaint to the Parliamentary and Health Service Ombudsman on 0345 015 4033.

The NHS Complaints Advocacy for this area may be contacted on 0303112233, they assist patients in making an NHS complaint.

## Violent and Abusive Patients

This practice operates a zero tolerance policy when dealing with violent and abusive patients and such patients will be removed from our practice list immediately.

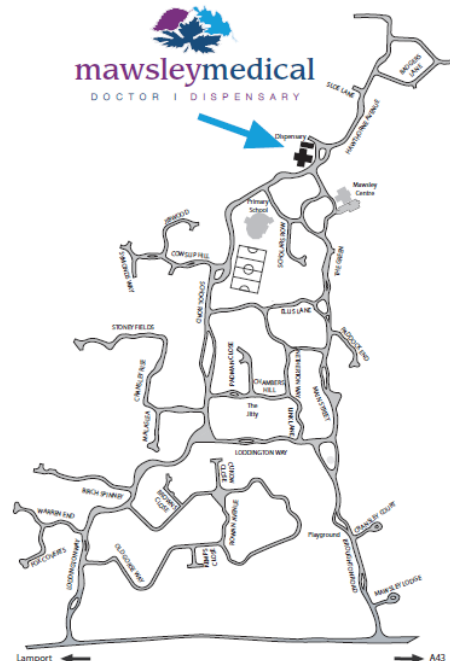
## Clinics and Services we provide:

Minor Injury  
GP Consultations  
Minor Surgery Clinics  
Ante-natal and Post-Natal Care  
Contraception Advice  
Insurance Medicals  
HGV and Taxi Medicals

## Specialist clinics for:

Asthma/Diabetes/Heart Disease  
Vaccinations (travel and routine)  
Cervical Smears  
Child Health Surveillance  
Weight Management  
Wound Care

**How to find us:** situated on School Road.



**mawsleymedical**

DOCTOR | DISPENSARY

School Road, Mawsley, Kettering, NN14 1SN

t: 01536 791300

et: [info@mawsmedical.co.uk](mailto:info@mawsmedical.co.uk)

[www.mawsleymedical.co.uk](http://www.mawsleymedical.co.uk)



**Dr D Keith Oliver** Principal GP

MB BS MRCGP FRCS (glas) DRCOG DFFP Dip MedEd

Qualified St Bartholomew's Hospital

**Dr Adrian Perkins** (male GP)

Opening Hours: Mon, Tues, Wed, Fri,

8:00am to 6:00pm

Thurs: 8:00am to 7:30pm

Weekends: Closed

Please note the Out of Hours emergency cover

**Telephone number is : 111**

# Welcome to mawsleymedical

This is a modern practice working from purpose built premises with full disabled access including disabled parking. There is also an allocated pram park within the surgery building. Our team includes GPs, an ANP, Practice Nurses, Health Visitor, Midwife, Assistant Practitioner, a member of the Well-Being Team, as well as a Practice Manager, Reception and Admin Staff. We are also a dispensing doctor practice offering a full dispensing service on site.

Our practice covers Broughton, Cransley, Mawsley, the Leisure Village and surrounding villages.

Please complete one of our registration forms that are available from our reception desk or visit our website to download our application form.

## Making an Appointment

Due to the current Coronavirus outbreak, do not come to the surgery to book any routine appointments or for general enquiries. Please call us on 01536791300 and you will be advised accordingly.

For general information on coronavirus, please go to <https://www.nhs.uk/conditions/coronavirus-covid-19/>

## Surgery Times

|           |                    |
|-----------|--------------------|
| Monday    | 8:00 am to 6:00 pm |
| Tuesday   | 8:00 am to 6:00 pm |
| Wednesday | 8:00 am to 6:00 pm |
| Thursday  | 8:00 am to 6:00 pm |
| Friday    | 8:00 am to 6:00 pm |

## Speaking to a Doctor/Nurse

If you wish to have a telephone consultation with a doctor or nurse, please leave a request with the receptionist. The doctor or nurse will return your call as soon as it is feasibly possible.

## Home Visits

If your condition means you cannot come to the surgery, you can be visited at the doctor's discretion. Please telephone your request before 10:00 am and give the receptionist as much information as possible to help the doctor assess the urgency of your call. You may be telephoned by the doctor to discuss your request. The doctor can see, on average, six patients in the surgery in the time taken for a home visit.

## Evenings and Weekends

Our Surgery offers patients registered with us an emergency service when our practice is closed. This service operates an Out of Hours service based at Kettering General Hospital, Tel: 111. It must be stressed that this service is there to deal with urgent medical cases only. All duty doctors at this centre keep accurate records of every patient seen and details will be forwarded to your own doctors.

## Repeat Prescriptions

Repeat prescriptions may be ordered via Patient Access or by returning the request slip provided with your previous prescription with the item clearly ticked. This slip can be posted, faxed or e-mailed to us. We must have your repeat request in writing. Please allow 48 hours to enable the prescription to be prepared and signed.

## Results of Tests

For enquiries about test results, you may telephone the main switchboard after 10:00 am daily. Please allow three working days for test results to be returned to the surgery. Patients will only be given their own results.

## How you can help us:

- Tell us if you need to cancel your appointment
- Be on time for your appointment
- Be courteous to all practice staff
- If a home visit is required, please call before 10:00am
- Ring for test results after 10am
- Request your repeat medication in writing, either by email or post in the letter box provided. We cannot accept verbal requests.

## Staff at the Surgery

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|--|--|
| Practice Manager                           | Jane Evans   |
| Principal GP                               | Dr Keith Oliver  |
| Advanced Nurse Practitioner                | Helen Tillett  |
| Practice Nurses                            | Rebecca Oliver<br>Emma Morris  |
| Assistant Practitioner/HCA<br>Phlebotomist | Sophie Bettelley<br>Maria Darker   |
| Health Visitors<br>Midwife                 | Carol/Claire<br>Laura  |
| IT Support/Admin Support                   | Chris Hogg   |
| Admin Staff                                | Linda Nicoll<br>Louise Beal<br>Josie Davis<br>Lorraine Williams<br>Deborah Sullivan<br>Donna Gregory |
| Dispensary                                 | Alison Maddison<br>Susan Kings<br>Sally Foreman<br>Nichola Smith                                     |